

Help Desk Hot Tips

Problem	Resolution
Launching Errors - You click a lesson on the Table of Contents within your course and receive a message "Launching..." indefinitely.	<p>The issue you are having may be due to a problem with the Java Runtime Environment installation on your computer. Either the install is damaged, or you have an incompatible version than is required by ATLAS. To verify if this is indeed the problem, please do the following:</p> <ul style="list-style-type: none">-Open Internet Explorer (Version 6.0 is necessary)-From the toolbar at the top of IE 6, click on "Tools"-Select "Internet Options"-On the "General" tab, click on the "Settings" button under the heading "Temporary Internet files"-Click on the "View Objects" button near the bottom right-hand corner-From the toolbar at the top of the Downloaded Program Files window, click on "View"-Select "Details" <p>In the main window where the downloaded program files are listed, check to see if there is a program called "Java Runtime Environment". If the program is not in the list, is a version other than Java version 1.4.2_09, or its Status is listed as "Damaged," we advise that you contact your Network Administrator or Help Desk and have them re-install the Java version 1.4.2_09. The download for this plug-in can be found here: http://java.sun.com/j2se/1.4.2/download.html</p> <p>Note: Be sure to download the <u>JRE version</u>, NOT the SDK version.</p> <p>Once this has been done, your course will open properly and your progress should update successfully in the course you are taking.</p>
Blank Screens/Not Displaying Progress <ul style="list-style-type: none">• You receive a blank, white screen after selecting a lesson within your course (refer to the above resolution in addition to the below).• Your course is not displaying accurate progress.	<p>Confirm that you have Internet Explorer (Version 6 is necessary)</p> <p>*Special note: Some of these options may have been disabled by your network administrator, so do not be alarmed if you do not find them.</p> <p>First, clear browser cache:</p> <ul style="list-style-type: none">- From the toolbar at the top of Internet Explorer, select TOOLS then select INTERNET OPTIONS.- Select the GENERAL tab and then select SETTINGS under the Temporary Internet Files Section.

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- Images, text, and other elements of pages within your course are not displaying correctly

- On the SETTINGS page you need to select the EVERY VISIT TO THE PAGE radio button.
- Select OK.
- Select "DELETE COOKIES..." (if available). Click OK.
- Select the "DELETE FILES..." button. Click OK.
- Under the SECURITY tab click on the "CUSTOM LEVEL..." button.
- Under RESET CUSTOM SETTINGS select MEDIUM.

Second, edit browser security settings:

- Select the SECURITY tab
- Under the SECURITY settings, click on CUSTOM LEVEL
- Locate the Active X section of the security settings list
- Verify that "Download signed Active X controls" is set to ENABLE, or PROMPT
- Verify that "Run Active X controls and plugins" is set to ENABLE
- Verify that "Script Active X controls marked safe for scripting" is set to ENABLE
- Locate the Scripting section on the security settings list
- Verify that "Active scripting" is set to ENABLE
- Verify that "Allow paste operations via scripting" is set to ENABLE
- Verify that "Scripting of Java applets" is set to ENABLE

Third, edit advanced browser settings:

- Select the ADVANCED tab (if available)
- On the list of advanced options, locate "Disable script debugging" and verify that it is selected
- Locate the options "Do not save encrypted pages to disk" and make sure that option is selected
- Locate the next to last choice, "Warn if changing between secure and not secure mode" and verify it is NOT selected
- Click APPLY (if available)
- Click OKAY

Re-start your browser. Next, manually type <https://learn.dau.mil> and log in. **Make sure not to follow any links or bookmarks when accessing ATLAS.** From your personal desktop click on the link to the course you are working on, and the course should open and load successfully.

Next Button not displaying (CON 110 & 112) - You are taking CON 110 or 112 and the "Next" button does not display after completing your Knowledge Reviews in a given lesson.

All of the Knowledge Reviews listed in a given lesson must be completed in a SINGLE session to unlock the Next button and proceed. Once your browser detects the Reviews were completed in a single session, it will "activate" the Next button.

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Certificate Not Displaying - You are logged into the Virtual Campus, click on the course title of the course you are currently enrolled in, or your Official Certificate link, but your course or certificate does not display.

If you experience difficulties with the ATLAS course not opening properly after clicking the course title link on your personal desktop, please verify the following:

FIRST - Hold CTRL + ALT + SHIFT simultaneously and click the link again. If this works, you have a pop-up blocker on your system. Use that keystroke combination to bypass it.

If the above does not work, please do the following:

1. Make sure no other web browser windows are running:

- Occasionally another Internet Explorer window is open, showing another ATLAS course but is minimized—you can find it by looking at the bottom of your screen, near the system clock. If you see any minimized Internet Explorer windows, close them, and try to open the course again.

2. In the event that no other Internet Explorer windows are minimized, and no new window will open for the course after clicking on the course title link:

- Verify that no pop-up blocking software is running. ATLAS makes use of pop-up windows and pop-up blocking software interferes with the functionality of the ATLAS system.